 Independent Verification & Validation Facility	IV&V Facility Metrics	IVV 12 Revision: A Effective Date: July 8, 2005
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APPROVAL SIGNATURES		DATE
Gregory Blaney (original signature on file)	Management System Representative	07/06/2005

REVISION HISTORY			
Rev. No.	Description of Change	Author	Effective Date
Basic	Initial Release	Stephanie Ferguson	03/23/2005
A	Changed section referenced for email instructions in Section 6.2	Stephanie Ferguson	07/08/2005

REFERENCE DOCUMENTS	
Document Number	Document Title
IVV 16	Control of Quality Records

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1.0 Purpose

The purpose of this System Level Procedure (SLP) is to document the process and responsibilities for maintaining, modifying, and reporting metrics within the NASA IV&V Facility Metrics Table. The NASA IV&V Facility's continual improvement processes depend upon the regularly updated objective performance measurements contained in the Metrics Table.

2.0 Scope

This SLP is applicable to all metrics generated by the NASA IV&V Facility Management System (IMS) and others that are approved to be included in the IV&V Metrics Program and captured within the NASA IV&V Facility Metrics Table.

3.0 Definitions and Acronyms

3.1 Management System Representative (MSR)

The MSR is the NASA IV&V Facility civil service employee responsible for the establishment, implementation, and maintenance of the IMS.

3.2 Metric

A metric is a specific metric listed in the Metrics Table.

3.3 Metrics Configuration and Control Board (MCCB)


The MCCB is a team responsible for approving requested changes to the Metrics Table. The MCCB is composed of the MSR (the chair), two peers, and any associated Metrics Owner.

3.4 Metrics Owner

The Metrics Owner is the person responsible for establishing, maintaining, updating, reporting, and achieving the target or benchmark of each metric in the Metrics Table.

3.5 Metrics Table

The Metrics Table is the NASA IV&V Facility-wide Metrics Table located at S:\NASA Shared\Facility Documentation - Blaney\Metrics Program.

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3.6 Metrics Table Reviser (MTR)

The MTR is the person responsible for the implementation of changes approved by the MCCB to the Metrics Table.

3.7 Quarterly Management Review (QMR)

The QMR is a Facility Management-performed quarterly review of the suitability, adequacy, and effectiveness of the IMS. The QMR also covers the Corrective and Preventive Action Program, the Internal and External Assessment Audit Programs, and NASA IV&V Facility Metrics.

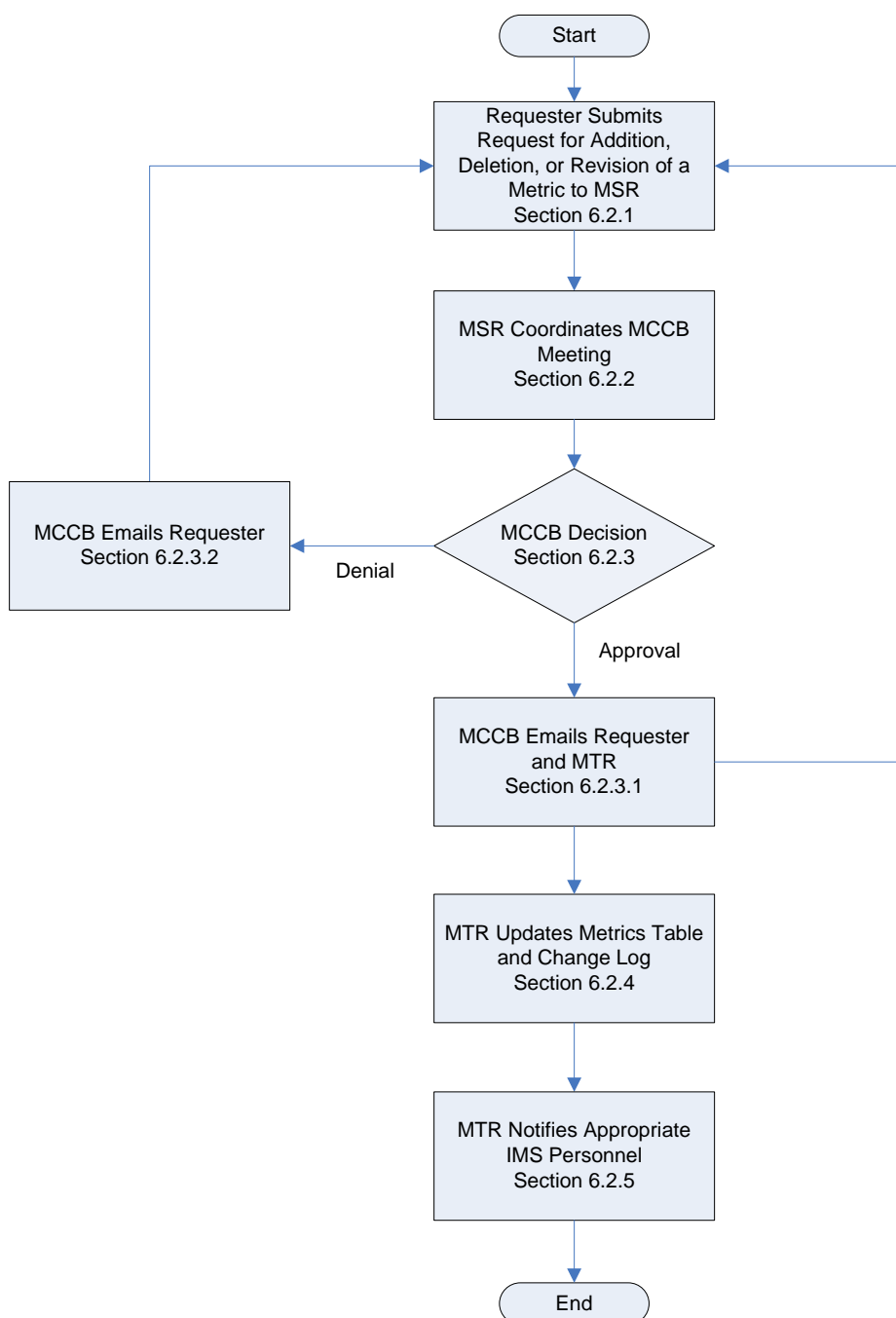
3.8 SLP Owner


The SLP Owner is a NASA IV&V Facility civil service employee assigned by Facility Management who is responsible for a specific SLP within the IMS.

3.9 Acronyms

IMS	NASA IV&V Facility Management System
ISO	International Organization for Standardization
MCCB	Metrics Configuration and Control Board
MSR	IV&V Facility Management System Representative
MTR	Metrics Table Reviser
QM	Quality Management
QMR	Quarterly Management Review
SLP	System Level Procedure

4.0 Flow Chart



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5.0 Responsibilities

Responsibilities are captured in Section 3.0, Definitions and Acronyms, and Section 6.0, Procedure, of this SLP.

6.0 Procedure

6.1 Maintaining Metrics

Each Metrics Owner is responsible for maintaining metric data according to the frequency identified within the metric in the Metrics Table. At the beginning of each calendar year, each Metrics Owner shall review and verify that the metrics documented in the Metrics Table are applicable.

6.2 Modifying Metrics

Metrics shall be modified according to the following process.


6.2.1 Request Submission

If anyone, including the Metrics Owner, identifies a need for a change in a metric in the Metrics Table, the requester shall send an email message, per the instructions in Section 6.2.1.1, Email Instructions, to the MSR.

6.2.1.1 Email Instructions

The email shall be sent to the MSR with the subject line "Metrics Table Update – Goal <Letter>".

- Metric Revision: The email shall list the Goal Letter, metric number, and the field names to be changed, in "before" and "after" format.
- Metric Deletion: The email shall list the Goal Letter, metric number, and the reason for the Metric to be deleted from the Metrics Table.
- New Metric: The email shall list the Goal Letter, metric number, and all relevant information to be added in each column, specifically:
 - Strategy of Measurement
 - Goal Supported by Measurement
 - Metric/Measurement

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- How
- Frequency
- Data Collection and Analysis Algorithm
- Interpretation
- Target or Benchmark Value
- Status
- Associated SLP
- ISO QM Quality Objectives

6.2.2 MCCB Meeting

Upon receipt of an email from the requester, the MSR shall coordinate an MCCB meeting.

6.2.3 MCCB Decision

The MCCB shall discuss the request and decide if the request shall be implemented.

6.2.3.1 Request Approval


If the MCCB approves the updates noted in the requester's email, then the MCCB shall indicate approval by replying via email to the requester, and copying the email to the MTR. The MCCB shall then forward the Metrics Owner's email to the MTR.

6.2.3.2 Request Denial

If the MCCB denies the updates noted in the requester's email, then the MCCB shall indicate denial by replying via email to the requester. The requester then has the option of revising the request, and resubmitting it to the MSR.

6.2.4 Metrics Table Revision

Upon receipt of the email from the MCCB, the MTR shall: 1) update the Metrics Table as per the email, and 2) update the associated Change Log, copying the text of the pertinent email into the Change Log.

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6.2.5 Notification

After making all applicable updates, the MTR will notify all personnel within the scope of the IMS via email that the Metrics Table has been updated.

6.3 Reporting Metrics

Each Metrics Owner shall report his or her metrics during the QMR. Additional metrics shall be reported according to the “Additional Reporting” worksheet in the Metrics Table.

7.0 Metrics

There are no metrics associated with this SLP.

8.0 Records

The records shown in the following table are generated per this SLP and managed in accordance with IVV 16, Control of Quality Records.

Document Name and Identification Number	User Responsible for Record Retention	Retention Requirement	Location
Metrics Table	Metrics Table Reviser	Permanent	Shared Drive